In the claims:

1. (Previously Presented) A method of maintaining and improving a performance level of an agent performing a plurality of tasks, such method comprising the steps of:

providing a performance threshold for each task of the plurality of tasks;

electronically monitoring at least one of the plurality of agent tasks to measure a performance parameter of the agent in completing the at least one of the plurality of tasks;

automatically adjusting a respective performance threshold in response to a change in a parameter related to the at least one task; and

generating a notification of the need for training the agent when the measured performance parameter of the agent in performing a task exceeds the respective performance threshold of the task for the at least one task of the plurality of tasks.

2. (Original) The method of maintaining and improving a performance level of an agent as in claim 1 further comprising comparing the measured performance parameter of a task with the respective performance threshold of the task for each task of the plurality of tasks.

3. (Original) The method of maintaining and improving a performance level of an agent as in claim 1 wherein the plurality of tasks further comprises a single repetitive operation.

4. (Original) The method of maintaining and improving a performance level of an agent as in claim 1 wherein the plurality of tasks parameter further comprises time between screens in a predetermined progression of screens.

5. (Original) The method of maintaining and improving a performance level of an agent as in claim 4 wherein the plurality of tasks further comprises reciting information from at least some screens of the predetermined progression of screens.

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6.      (Original) The method of maintaining and improving a performance level of an agent as in claim 5 wherein the measured parameter further comprises detected errors in the recited information of the at least some screens.

7.      (Original) The method of maintaining and improving a performance level of an agent as in claim 1 wherein the measured parameter further comprises sales per unit time period.

8.      (Original) The method of maintaining and improving a performance level of an agent as in claim 1 wherein the measured parameter further comprises errors per unit sale.

9.      (Original) The method of maintaining and improving a performance level of an agent as in claim 1 wherein the measured parameter further comprises average call handling time.

10.     (Original) The method of maintaining and improving a performance level of an agent as in claim 1 wherein the step of providing a performance threshold for each task of the plurality of tasks further comprises measuring a performance parameter of an exemplary agent in completing each task of the plurality of tasks.

11.     (Original) The method of maintaining and improving a performance level of an agent as in claim 1 wherein the plurality of tasks further comprises entry of bill and bill payment information from a plurality of customers into a billing computer.

12.     (Original) The method of maintaining and improving a performance level of an agent as in claim 11 wherein the measured parameter further comprises time for entry of each bill.

13.     (Original) The method of maintaining and improving a performance level of an agent as in claim 12 wherein the measured parameter further comprises errors per entered bill.

14.     (Currently Amended) An apparatus for maintaining and improving a performance level of an agent performing a plurality of tasks, such apparatus comprising:

a performance threshold for each task of the plurality of tasks;

means for monitoring at least one of the plurality of agent tasks to measure a performance parameter of the agent in completing the at least one of the plurality of tasks;

means for <u>automatically</u> adjusting a respective performance threshold in response to a change in a parameter related to the at least one task; and

means for notifying a supervisor when the measured performance parameter of the agent in performing a task exceeds the respective performance threshold of the task for the at least one task of the plurality of tasks.

15.     (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 14 further comprising means for comparing the measured performance parameter of a task with the respective performance threshold of the task for each task of the plurality of tasks.

16.     (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 14 wherein the plurality of tasks further comprises a single repetitive operation.

17.     (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 15 wherein the plurality of tasks parameter further comprises time between screens in a predetermined progression of screens.

18.     (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 17 wherein the plurality of tasks further comprises reciting information from at least some screens of the predetermined progression of screens.

19.     (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 18 wherein the means for measuring a performance parameter

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further comprises means for detecting errors in the recited information of the at least some screens.

20.    (Original)  The apparatus for maintaining and improving a performance level of an agent as in claim 14 wherein the measured performance parameter further comprises sales per unit time period.

21.    (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 14 wherein the measured parameter further comprises errors per unit sale.

22.    (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 14 wherein the means for measuring the performance parameter further comprises means for measuring an average call handling time.

23.    (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 14 wherein the means for providing a performance threshold for each task of the plurality of tasks further comprises means for measuring a performance parameter of an exemplary agent in completing each task of the plurality of tasks.

24.    (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 14 wherein the plurality of tasks further comprises entry of bill and bill payment information from a plurality of customers into a billing computer.

25.    (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 24 wherein the measured parameter further comprises time for entry of each bill.

26.    (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 25 wherein the measured parameter further comprises errors per entered bill.

27. (Currently Amended) An apparatus for maintaining and improving a performance level of a plurality of agents performing a plurality of tasks, such apparatus comprising:

a performance threshold for each task of the plurality of tasks;

means for monitoring at least one of the plurality of agent tasks to measure a performance parameter of each agent of the plurality of agents in completing the at least one of the plurality of tasks;

means for automatically adjusting the respective performance threshold in response to a change in parameter related to the at least one task;

means for notifying a supervisor when the measured performance parameter of any agent of the plurality of agents in performing a task exceeds the respective performance threshold of the task for the at least one task of the plurality of tasks; and

means for sorting the notifications to the supervisor based upon a relative· magnitude by which the measured performance parameter exceeded the performance threshold.

28. (Currently Amended) An apparatus for maintaining and improving a performance level of an agent performing a plurality of tasks, such apparatus comprising:

a performance threshold for each task of the plurality of tasks;

a performance processor adapted to monitor at least one of the plurality of agent tasks to measure a performance parameter of the agent in completing the at least one of the plurality of tasks and adapted to automatically adjust a respective performance threshold of the at least one task in response to a change in a parameter related to the at least one task; and

a display adapted to notify a supervisor when the measured performance parameter of the agent in performing a task exceeds the respective performance threshold of the task for the at least one task of the plurality of tasks.

29. (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 28 further comprising a comparator adapted to compare the measured performance parameter of a task with the respective performance threshold of the task for each task of the plurality of tasks.

30. (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 28 wherein the plurality of tasks further comprises a single repetitive operation.

31. (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 29 wherein the plurality of tasks parameter further comprises time between screens in a predetermined progression of screens.

32. (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 31 wherein the plurality of tasks further comprises reciting information from at least some screens of the predetermined progression of screens.

33. (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 32 wherein the means for measuring a performance parameter further comprises word recognition software adapted to detect errors in the recited information of the at least some screens.

34. (Original) The apparatus for maintaining and improving a performance level of agent as in claim 28 wherein the measured performance parameter further comprises sales per unit time period.

35. (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 28 wherein the measured parameter further comprises errors per unit sale.

36. (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 28 wherein the means for measuring the performance parameter further comprises a timer adapted to measure an average call handling time.

37. (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 28 wherein the performance threshold for each task of the

plurality of tasks further comprises a measured performance parameter of an exemplary agent in completing each task of the plurality of tasks.

38.     (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 28 wherein the plurality of tasks further comprises entry of bill and bill payment information from a plurality of customers into a billing computer.

39.     (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 38 wherein the measured parameter further comprises time for entry of each bill.

40.     (Original) The apparatus for maintaining and improving a performance level of an agent as in claim 39 wherein the measured parameter further comprises errors per entered bill.

41.     (Currently Amended) An apparatus for maintaining and improving a performance level of a plurality of agents performing a plurality of tasks, such apparatus comprising:

a performance threshold for each task of the plurality of tasks;

a performance processor adapted to monitor at least one of the plurality of agent tasks to measure a performance parameter of each agent of the plurality of agents in completing the at least one of the plurality of tasks and adapted to <u>automatically</u> adjust the respective performance threshold of the at least one task in response to a change in parameter related to the at least one task;

a display adapted to notify a supervisor when the measured performance parameter of any agent of the plurality of agents in performing a task exceeds the respective performance threshold of the task for the at least one task of the plurality of tasks; and

a sorting processor adapted to sort the notifications to the supervisor based upon a relative magnitude by which the measured performance parameter exceeded the performance threshold.

42.    (Cancelled) A method of maintaining a performance level of an agent performing a plurality of tasks, such method comprising the steps of:

providing a reference performance parameter for each task of the plurality of tasks;

measuring a performance parameters of the agent in completing a task of the plurality of tasks; and

comparing the measured performance parameter with the respective reference performance parameter of the task; and

scheduling the agent for training when the measured performance parameters exceeds the respective reference performance parameter.